

Approved Minutes
Enhanced 911 Commission Meeting
July 10, 2009
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut

Commission Members

Alfred Dudek, Jr.
John Elsesser
Ernest Herrick
Richard Mulhall
Don Richardson
James Thomas
Jeff Vannais
Lee Vincent

Representing

Connecticut Fire Chiefs
Council of Small Towns (COST)
Volunteer Fire Service
Connecticut Police Chiefs Association
Wireless - Cingular
DEMHS
Public Safety Answering Point Representative
Connecticut Conference of Municipalities

Office of Statewide Emergency Telecommunications (OSET) Staff/DFEBS

Robert Ross
Steve Verbil
Charles Fuller
Dan Czaja
Carey Thompson
John Masciadrelli
Gerald Werner
Jodie Brinley

Others in Attendance

Dan Cugno	Positron
Rick Darin	Valley Shore ECC
Linda DeConti	OPM/CJIS
Joe DelBuono	Litchfield County Dispatch
John Gustafson	DEMHS
Frank Kiernan	Meriden Emergency Communications
Yvonne Lewis	Office of Fire Prevention and Control
Deborah Montanaro	Cox
Ed Pass	AT&T
Roy Piper	DEMHS-Region 2
Joe Sastre	Groton ECC
Gary Stango	Hartford
Sean Thakker	Criminal Justice Information System Board
Michael Tersmette	Plant CML
Michael Varney	DOIT
Katy Vecellio	West Haven
Sue Webster	Northwest CT Public Safety Communications Center
Gary Wiemokly	DPH/OEMS
Dan Worroll	Milford Fire
Randy Young	Positron

Call to Order

Chairman Ernest Herrick, Volunteer Fire Service, called the meeting to order at 9:03a.m.

Approval of E911 Commission Meeting minutes of April 3, 2009.

Alfred Dudek motioned that the minutes be approved. The motion was seconded by John Elsesser. The minutes were approved.

Correspondence

Steve Verbil reported on a letter from Governor Rell accepting Gordon Shand's resignation as a member of the E9-1-1 Commission. Ernie Herrick read an email from Gordon Shand which states his resignation from the state as of June 30, 2009.

Public Comment

Frank Kiernan presented Chairman Herrick with a letter from the Atlantic Chapter of APCO offering their support of MECCA's (Management Emergency Communications Centers Association) position against the use of 911 funds other than for the purpose of 9-1-1.

Unfinished Business

Grants and Capital Expense Grants

Capital Expense Grants

Carey Thompson, Office of Statewide Emergency Telecommunications (OSET), reported that there are no new transition grants at this time. Litchfield County Dispatch has requested two capital expense grants. OSET is denying these requests because LCD did not follow appropriate procedures in acquiring the bids. Once these bids are submitted, their requests can be approved.

Training Program

Carey Thompson reported and indicated that fewer than 50% of the PSAPs use their training funds. PSAPs have until the beginning of October to submit reimbursement for FY 08/09. Out of the \$352,000 allotted, only \$156,000 has been used – 44%. PowerPhone will be holding 4 classes for Connecticut State Police and PSAP telecommunicators. Each class will be open to 20 state police dispatchers and 10 PSAP dispatchers (1 person per PSAP). The classes will be held September 9th and 24th and October 2nd and 20th. The topics that will be covered are; suicide, domestic violence, liability and domestic violence/liability. Chief Mulhall inquired if re-allocation of unused training funds could be an option at the end of a fiscal year. Carey Thompson indicated that the current regulations read "per PSAP" limiting the ability to move funds around. Chairman Herrick stated that if the training policy is revised, every PSAP needs to know that if their training money is not used by a certain date, they could lose it. Jeff Vannais suggested that unused training funds be used toward the telecommunicator training program/simulators.

Commissioner Thomas motioned to have DPS/OSET look at language for the revision to the existing regulation to allow use of any unexpended funds in the training fund. Jeff Vannais seconded the motion. The motion passed.

Chief Mulhall suggested that the original program not change and continue to be formula based for allocation and re-allocation after the end of the fiscal year. Alfred Dudek stated that a reason why

some PSAPs are not utilizing these training funds is because reimbursement goes directly into the town's General Fund and not back to the PSAP.

EMD Report & PSAP Training

Carey Thompson reported that 41 PSAPs and State Police have used EMD training funds for the 08/09 fiscal year totaling \$46,000.

Legislation

Chairman Herrick discussed the proposed budget package, which was vetoed by the Governor. Section 52 of this proposal would have raided the E911 Fund by \$541,982. This would have occurred in 2010 and 2011, 2 years totaling over \$1 million. Based upon federal regulations, if the E911 fund is used for purposes other than 911, states will lose federal grant money. Connecticut could lose several million dollars. Chairman Herrick, Jeff Vannais and others formulated an e-mail that was sent to the negotiation group that is deliberating the budget with the Governor on Monday morning (July 6th). The "raid" was to provide funding to support the EMS regional councils, which the Governor cut from the budget. Jeff Vannais read the letter that was sent to the negotiation group. The letter stated that there was deep concern about the attempt to divert funds from the E911 fund. Diversion of these funds would result in a loss of grant money that is needed to fund capital projects to enhance Connecticut's 911 system. The letter also stated that the current statutory cap of 50 cents will need to be increased to fund these needed projects. Also, a sample letter was sent to all PSAPs so that they may forward a letter to their legislators indicating their concern of diverting E911 funds. Senator Donald Williams replied to the letter and stated that he would keep the concerns in mind as the deliberations continue. John Elsesser stated that it is assumed that the diversion of funds would result in ineligibility of federal grants and he would like legal opinion. Also, he suggested that if the funds were to be diverted, that the surcharge be raised to the extent to fund the ongoing projects. Chairman Herrick noted that the original purpose of the E911 surcharge was to fund the 911 system only. Alfred Dudek stated that it needs to be shown and proven that the losses will be greater than the gains as to the diversion of funds with the alienation of future federal grants. Jeff Vannais commented that the money that is in the 911 fund has been budgeted for specific projects needed to maintain and improve outdated equipment.

Public Education

Carey Thompson stated that public service announcements are being aired.

E9-1-1 Software RFP

Steve Verbil announced that it is in the best interest of the state that the current E9-1-1 software RFP process be vacated. The current plans will not move forward. The process to re-create the RFP to replace the 911 system has begun with OSET using the NENA standard and using PSAP input. It is anticipated that the new RFP will be on the street in 6 months. OSET has requested to extend the consultant's contract (Gerry Werner) and restructure the terms of the contract under which the consultant works.

Emergency Notification Systems

Robert Ross reported that Everbridge is the vendor that has been selected to implement a statewide emergency notification system. The goal is to have the system in place by early fall. This is a web based system which will be provided to any PSAP who requests it. If a PSAP currently has another system in use, they could use it as a secondary system. OSET will provide funding for the Everbridge system only. Commissioner Thomas indicated that legislation was passed this year to allow for monthly updates of the 911 data base at no cost to the PSAPs. Steve Verbil stated that the

911 database will be used for emergency use only and each PSAP will need to sign a MOU for the protection of the 911 database. The MOU is currently in the draft stage. Donald Richardson stated that there needs to be a public education campaign that would inform the public on how to provide their “best number to be reached” and explain how the system works. Jeff Vannais voiced concern that the public may call PSAPs directly to register their phone number. Steve Verbil stated that Everbridge does have a web based interface directory. There will be an “opt-in” capability. Jeff Vannais inquired if, after signing an MOU, it would be possible to receive a list from wireless carriers providing names and numbers of their customers for the database. Donald Richardson noted that most carriers would not supply that information because some customers are charged on a per call basis. It was determined that the database for wireless phones should be acquired by a subscriber based opt-in program.

GIS

Dan Czaja reported that there have been additional updates over the past three months. Over 50% of the towns have been completed. OSET is currently in the process of upgrading its GIS software to ESRI’s ArcGIS Server product. Also, OSET is taking a leading role in procuring broadband mapping stimulus grant funds for Connecticut. The goal for this grant is to get a national map where people can get broadband access at all different levels. OSET was the lead agency in issuing a broadband mapping RFI in June and will assist in the grant application process this summer. Grant awards should be announced this fall. The 2009 URISA/NENA conference will be in Providence from August 4th to the 6th. The Connecticut Geospatial Council’s Addressing Sub-Committee is working on a town contact list and an address point survey to Connecticut’s addressing stakeholders.

PSAP Total Call Count Report

John Masciadrelli, from OSET, reported that all 107 PSAPs submitted a report for the 1st quarter of 2009. CSP Troop H did not meet the state standard requiring that 90% of the 9-1-1 calls be answered within 10 seconds. The statewide average for all PSAPs in the first quarter of 2009 is 95.9%.

Wireless Issues

Steve Verbil reported OSET is continuing to fine-tune the routing of sectors. Troops are now capable of receiving telematic calls (i.e. On-Star).

PSAP Issues

Steve Verbil stated that he met with representatives from Monroe, Trumbull and Easton regarding consolidation and those towns are moving forward. There was a re-route in Shelton last week as a result of an electrical problem; there was no damage to the 911 equipment. Steve Verbil emphasized the importance of back-up plans for PSAPs.

E9-1-1 Performance Reports

John Masciadrelli reported that the biggest problems reported by AT&T were related to Palladium Software followed by Vision Switch and customer related issues. There were over 4,924 records not found for AT&T ALI retrievals from March 7th thru May 30th. In the month of March there were 2 reroutes, April there were 7 and for the month of May there was 1 reroute. Approximately 45% of the manual queries done by PSAPs were unreported. Vision Phone continues to be the biggest problem for the months of March, April and May.

CLEC's

John Masciadrelli reported that One Communication, Focal/Broadwing and Level 3, as of July 2, 2009 did not submit a service order performance report. There were no calls blocked. Ed Pass announced that a union settlement has not yet been reached. AT&T remains optimistic that a settlement will be reached. Ed Pass indicated that it is impossible to calculate how long the current 911 equipment will last. This is dependent upon the weather, i.e. storms, lightning strikes, etc. AT&T plans to keep the equipment functional for as long as possible. However, if there is a component that can no longer be repaired, that will be an issue.

Data Network

Gerry Werner, consultant for OSET, reported that they are finishing the final stages of the SDM design phase that is scheduled for completion by August 14, 2009. The general design is a resilient ring design of 6 interconnecting rings with each ring having touch points on 2 adjacent rings to eliminate single point of failure. The PO process for the fiber procurement is expected to start within the next couple of weeks. The implementation and timeline focus of the network has shifted toward supporting the P25 switch connectivity requirement date of September 30, 2010. The preliminary non-production limited connectivity will begin in the second quarter of 2010 with full completion by the second quarter of 2011. There will be data network educational seminars, with the dates to be determined. Notices will be sent to PSAPs notifying them of site surveys which will need to be completed. Also, signatures from building owners will need to be obtained to bring the fiber into their building.

DPH

EMS Data Collection

Gary Wiemokly reported and submitted a report. EMS is planning 100% coverage of front line EMS vehicles with the data collection hardware by the end of the third quarter. The Department of Public Health is interpreting and reviewing a report that identifies the amount of time from which a PSAP receives a 9-1-1 call to the time that the call is dispatched and the time the responders arrive on scene.

Homeland Security 9-1-1 Report

Gary Stango reported and submitted the June 11, 2009 minutes from the DEMHS Coordinating Council Meeting. Gary Stango encouraged involvement in the Incident Management Team. He announced New Haven Host Community Drill Rehearsal will be July 18, 2009. FEMA REP Evaluators Course will be July 20-24, 2009. New Haven Host Community Evaluated Drill will be August 6, 2009. Region 3 Autumn Storm and Pandemic Full Scale Exercise will be September 23, 2009. The Debris Management Exercise will be determined. Also, there will be a DEMHS retirement dinner, July 28, 2009 at the Aqua Turf Club. Gary Stango recognized Commissioner Thomas for his service. Commissioner Thomas discussed the recent weather related disasters and how different departments/teams/towns assisted and worked well together and thanked everyone for their support. Commissioner Thomas reported that his successor will be Peter Boynton; he will begin August 28, 2009.

New Business

No new business.

Public Comment

Frank Kiernan requested that letters from OSET referring to the PSAP training fund also be sent to the town’s Chief Financial Officer. Frank Kiernan inquired as to who is responsible for the cost of installing the fiber at the PSAPs. Gerry Werner stated that it is in our contract with the fiber provider. Joe DelBuono, Litchfield County Dispatch, also representing MECCA, announced that MECCA supports the Commission in regards to the diversion of the E911 funds. Joe DelBuono suggested surveying PSAPs asking them why they have not utilized their training funds. He inquired if PSAPs determine that they would like additional broadband, could they use what will be installed. Gerry Werner advised that this fiber is dedicated to the network and the use of the fiber was discussed. Joe DelBuono inquired about the services that will be provided by Everbridge. Rob Ross indicated that there will be information regarding the emergency notification system forthcoming. Gary Stango stated that in September he plans to initiate a mini academy for training purposes. Rick Darin, Valley Shore, expressed his appreciation to Gordon Shand and Mike Stemmler for their service and contributions.

Adjournment

Jeff Vannais motioned to adjourn the meeting. The motion was seconded. The meeting adjourned at 11:05a.m.

Ernest Herrick, Chairman

Date